



# HMO-CNY

An  Excellus Company

An Independent Licensee of the Blue Cross and Blue Shield Association.

## 2000

### A Health Maintenance Organization

Serving: Central New York

Enrollment in this Plan is limited; see page 4 for requirements.

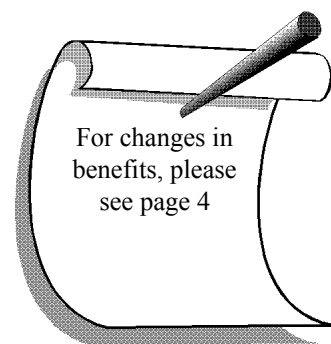
Enrollment Code:

EB1 Self only

EB2 Self and family



This Plan has full accreditation from the NCQA. See the *2000 Guide* for more information on NCQA



Visit the OPM website at <http://www.opm.gov/insure>  
and  
this Plan's website at <http://www.bcbscn.org>



United States  
Office of  
Personnel  
Management



Federal Employees  
Health Benefits Program

RI 73-461

---

## Table of Contents

---

Introduction .....	3
Plain language .....	3
How to use this brochure .....	3
Section 1. Health Maintenance Organizations .....	4
Section 2. How we change for 2000 .....	4
Section 3. How to get benefits .....	4
Section 4. What to do if we deny your claim or request for service .....	7
Section 5. Benefits .....	9
Section 6. General exclusions - Things we don't cover .....	17
Section 7. Limitations - Rules that affect your benefits .....	17
Section 8. FEHB FACTS .....	18
Inspector General Advisory: Stop Healthcare Fraud! .....	22
Summary of benefits .....	Inside back cover
Premiums .....	Back cover

## Introduction

---

HMO-CNY, Inc., P.O. Box 4712, 344 South Warren Street, Syracuse, N.Y. 13221-4712

This brochure describes the benefits you can receive from HMO-CNY under its contract (CS2318) with the Office of Personnel Management (OPM), as authorized by the Federal Employees Health Benefits (FEHB) law. This brochure is the official statement of benefits on which you can rely. A person enrolled in this Plan is entitled to the benefits described in this brochure. If you are enrolled for Self and Family coverage, each eligible family member is also entitled to these benefits.

OPM negotiates benefits and premiums with each plan annually. Benefit changes are effective January 1, 2000, and are shown on page 4. Premiums are listed at the end of this brochure.

---

## Plain language

---

The President and Vice President are making the Government's communication more responsive, accessible, and understandable to the public by requiring agencies to use plain language. Health plan representatives and Office of Personnel Management staff have worked cooperatively to make portions of this brochure clearer. In it you will find common, everyday words, except for necessary technical terms; "you" and other personal pronouns; active voice; and short sentences.

We refer to HMO-CNY as "this Plan" throughout this brochure even though in other legal documents, you will see a plan referred to as a carrier.

These changes do not affect the benefits or services we provide. We have rewritten this brochure only to make it more understandable.

We have not re-written the Benefits section of this brochure. You will find new benefits language next year.

---

## How to use this brochure

---

This brochure has eight sections. Each section has important information you should read. If you want to compare this Plan's benefits with benefits from other FEHB plans, you will find that the brochures have the same format and similar information to make comparisons easier.

1. **Health Maintenance Organizations (HMO).** This Plan is an HMO. Turn to this section for a brief description of HMOs and how they work.
2. **How we change for 2000.** If you are a current member and want to see how we have changed, read this section.
3. **How to get benefits.** Make sure you read this section; it tells you how to get services and how we operate.
4. **What to do if we deny your claim or request for service.** This section tells you what to do if you disagree with our decision not to pay for your claim or to deny your request for a service.
5. **Benefits.** Look here to see the benefits we will provide as well as specific exclusions and limitations. You will also find information about non-FEHB benefits.
6. **General exclusions** - Things we don't cover. Look here to see benefits that we will not provide.
7. **Limitations** - Rules that affect your benefits. This section describes limits that can affect your benefits.
8. **FEHB FACTS.** Read this for information about the Federal Employees Health Benefits (FEHB) Program.

---

## Section 1. Health Maintenance Organizations

---

Health maintenance organizations (HMOs) are health plans that require you to see Plan providers: specific physicians, hospitals and other providers that contract with us. These providers coordinate your health care services. The care you receive includes preventive care such as routine office visits, physical exams, well-baby care and immunizations, as well as treatment for illness and injury.

When you receive services from our providers, you will not have to submit claim forms or pay bills. However, you must pay copayments and coinsurance listed in this brochure.

You should join an HMO because you prefer the plan's benefits, not because a particular provider is available. You cannot change plans because a provider leaves our Plan. We cannot guarantee that any one physician or group of physicians, hospital, or other provider will be available and/or remain under contract with us. Our providers follow generally accepted medical practice when prescribing any course of treatment.

---

## Section 2. How we change for 2000

---

### Program-wide changes

To keep your premium as low as possible OPM has set a minimum copay of \$10 for all primary care office visits.

This year, you have a right to more information about this Plan, care management, our networks, facilities, and providers.

If you have a chronic or disabling condition, and your provider leaves the Plan at our request, you may continue to see your specialist for up to 90 days. If your provider leaves the Plan and you are in the second or third trimester of pregnancy, you may be able to continue seeing your OB/GYN until the end of your postpartum care. You have similar rights if this Plan leaves the FEHB program (See Section 3, How to get benefits, for more information).

You may review and obtain copies of your medical records on request. If you want copies of your medical records, ask your health care provider for them. You may ask that a physician amend a record that is not accurate, not relevant, or incomplete. If the physician does not amend your record, you may add a brief statement to it. If they do not provide you your records, call us and we will assist you.

If you are over age 50, all FEHB plans will cover a screening sigmoidoscopy every five years. This screening is for colorectal cancer.

### Changes to this Plan

- Your share of the HMO-CNY non-postal premium will increase by 2.9% for Self Only and decrease by 11.7% for Self and Family.
- The prescription drug program is changing to a (3) three-tier benefit. Generic drugs will remain at a \$5 copayment per 30-day supply. Brand name drugs on our preferred drug list will remain at \$20 per 30-day supply. Brand name drugs not on our preferred list will require a \$35 copayment per 30-day supply. This applies to both retail and mail order pharmacies. See pages 14-15.

---

## Section 3. How to get benefits

---

### What is this Plan's service area?

To enroll with us, you must live or work in our service area. This is where our providers practice. Our service area is:

The New York counties of Broome, Cayuga, Chemung, Cortland, Onondaga, Oswego, Schuyler, Steuben, Tioga, and Tompkins and the zip codes listed in the following counties: Madison County (NY) - 13030, 13032, 13035, 13037, 13038, 13043, 13051, 13052. Chenango County (NY) - 13730, 13733, 13830, 13778. Delaware County (NY) - 13742, 13755, 13756, 13783, 13804, 13838, 13839. Bradford County (PA) - 18810, 18840, 18851. Susquehanna County (PA) - 18801, 18812, 18813, 18821, 18822, 18823, 18826, 18827, 18830, 18834, 18843, 18847.

Ordinarily, you must get your care from providers who contract with us. If you receive care outside our service area, we will pay only for emergency care. We will not pay for any other health care services unless we have given prior approval for those services.

If you or a covered family member move outside of our service area, you can enroll in another plan. If your dependents live out of the area (for example, if your child goes to college in another state), you should consider enrolling in a fee-for-service plan or contact our customer service department about an HMO-USAGuest Membership application at (315) 448-6820, or 1/800-447-6269. HMO-USA guest membership benefits are available to subscribers and their dependents when out of this Plan's service area for an extended period of time. This benefit includes access to primary care doctors in the out-of-area location (i.e. an eligible student dependent attending college outside this Plan's service area). HMO-USA is a network of Blue Cross and Blue Shield HMOs that can coordinate your medical care. If you need more information, the Plan can tell you more about its reciprocity benefits. If you or a family member move, you do not have to wait until Open Season to change plans. Contact your employing or retirement office.

**How much do I pay for services?**

You must share the cost of some services. This is called either a copayment (a set dollar amount) or coinsurance (a set percentage of charges). Please remember you must pay the applicable amount when you receive services.

Your out-of-pocket expenses for benefits under this Plan are limited to the copayments or coinsurance stated in this brochure. Copayments are due when service is rendered, except for medical emergency care.

**Do I have to submit claims?**

You normally won't have to submit claims to us unless you receive emergency services from a provider who doesn't contract with us. If you file a claim, please send us all of the documents for your claim as soon as possible. You must submit claims by December 31 of the year after the year you received the service. Either OPM or we can extend this deadline if you show that circumstances beyond your control prevented you from filing on time.

**Who provides my health care?**

A primary care physician you choose from the Provider Directory will provide or arrange your health care services. In addition, participating specialists cover a wide range of professional specialty care.

If you have a question about choosing a personal physician from the Directory or have a question regarding the Plan, a customer service representative will gladly assist you. Please call us at (315) 448-6820 or 1/800-447-6269. Please note that during physician vacations, urgent visits, etc., appropriate coverage will be available.

**What is the role of a primary care doctor?**

The first and most important decision you and each family member must make is the selection of a primary care doctor. The decision is important since it is through this doctor that all other health services, particularly those of specialists, are obtained. It is your primary care doctor's responsibility to obtain any necessary authorizations from the Plan before referring you to a specialist or making arrangements for hospitalization. Services of other providers are covered only when there has been a referral by your primary care doctor, with the following exceptions: a woman may see her Plan gynecologist directly, or you and your family members may see a plan ophthalmologist or optometrist for a routine eye exam with no need to be referred by a primary care doctor.

**What do I do if my primary care physician leaves the Plan?**

Call us. We will help you select a new one. If you are receiving services from a doctor who leaves the Plan, the Plan will pay for covered services until the Plan can arrange with you to be seen by another participating doctor.

**What do I do if I need to go into the hospital?**

Talk to your Plan physician. If you need to be hospitalized, your primary care physician or specialist will make the necessary hospital arrangements and supervise your care.

**What do I do if I'm in the hospital when I join this Plan?**

First, call our customer service department at (315) 448-6820, or 800/447-6269. If you are new to the FEHB Program, we will arrange for you to receive care. If you are currently in the FEHB Program and are switching to us, your former plan will pay for the hospital stay until:

- You are discharged, not merely moved to an alternative care center, or
- The day your benefits from your former plan run out, or
- The 92nd day after you became a member of this Plan; whichever happens first.

These provisions only apply to the person who is hospitalized.

**How do I get specialty care?**

Your primary care physician will arrange your referral to a specialist. Except in a medical emergency, or when a primary care doctor has designated another doctor to see his or her patients, you must receive a referral from your primary care doctor before seeing any other doctor or obtaining special services.

If you need to see a specialist frequently because of a chronic, complex, or serious medical condition, your primary care physician will develop a treatment plan that allows you to see your specialist for a certain number of visits without additional referrals. Your primary care physician will use our criteria when creating your treatment plan. Referral to a participating specialist is given at the primary care doctor's discretion; if non-Plan specialist or consultants are required, the primary care doctor will arrange appropriate referrals.

When you receive a referral from your primary care doctor, you must return to the primary care doctor after the consultation unless your doctor authorizes additional visits. All follow-up care must be provided or authorized by the primary care doctor. Do not go to the specialist for a second visit unless your primary care doctor has arranged for, and the Plan has issued an authorization for, the referral in advance.

If you have a condition that requires ongoing care, you and your PCP may request a standing referral to a specialist. To request a standing referral to a specialist, your PCP should contact HMO-CNY to discuss the reasons why it is appropriate for you. Our Medical Director will review the request.

If you are a new or current member with a life threatening condition or disease or a degenerative and disabling condition or disease requiring specialized medical care over a prolonged period of time, you and your PCP may request permission to have a specialist provide and/or coordinate your care or you may request access to a specialty care center. Your PCP should contact HMO-CNY to discuss the reasons why a specialty care coordinator is appropriate for you. Our Medical Director will review the request.

**What do I do if I am seeing a specialist when I enroll?**

Your primary care physician will decide what treatment you need. If your PCP decides to refer you to a specialist, ask if you can see your current specialist. If your current specialist does not participate with us, you must receive treatment from a specialist who does. Generally, we will not pay for you to see a specialist who does not participate with our Plan.

If you are a new member with a life threatening condition or disease or a degenerative and disabling condition or disease, you may continue to receive covered services from your current health care provider for up to 90 days after your date of enrollment, even if the provider does not participate in our network. If you are a new member in the second or third trimester of pregnancy, you may continue to see your provider for covered services through the remainder of the pregnancy and during any postpartum care directly related to a delivery performed by that provider. Simply call, or have your provider call, our Customer Service Department for authorization to continue receiving his/her services during the transitional period. We will authorize members not affected by a pre-existing condition waiting period to continue ongoing treatment with providers who agree to the following conditions.

**What do I do if my specialist leaves the Plan?**

Call your primary care physician, who will arrange for you to see another specialist. You may receive services from your current specialist until we can make arrangements for you to see someone else.

But, what if I have a serious illness and my provider leaves the Plan or this Plan leaves the Program?

Please contact us if you believe your condition is chronic or disabling. You may be able to continue seeing your provider for up to 90 days after we notify you that we are terminating our contract with the provider (unless the termination is for cause). If you are in the second or third trimester of pregnancy, you may continue to see your OB/GYN until the end of your postpartum care.

You may also be able to continue seeing your provider if your plan drops out of the FEHB Program and you enroll in a new FEHB plan. Contact the new plan and explain that you have a serious or chronic condition, or are in your second or third trimester. Your new plan will pay for or provide your care for up to 90 days after you receive notice that your prior plan is leaving the FEHB Program. If you are in your second or third trimester, your new plan will pay for the OB/GYN care you receive from your current provider until the end of your postpartum care.

In order for you to obtain authorization to continue seeing your provider as described in this and the preceding paragraph, the provider must meet HMO-CNY's quality management standards, accept as payment-in-full the reimbursement rates in effect for participating providers, provide us with all the necessary information related to your care, and adhere to all HMO-CNY policies and procedures applicable to participating providers.

**How do you authorize medical services?**

Your physician must get our approval before sending you to a hospital, referring you to a specialist, or recommending follow-up care. Before giving approval, we consider if the service is medically necessary, and if it follows generally accepted medical practice.

**How do you decide if a service is experimental or investigational?**

We consider any service (treatment, procedure, facility, equipment, drug, device, or supply) to be experimental or investigational if:

- it is considered to be so by the BlueCross and BlueShield Association or any appropriate technical assessment body; or
- it does not have the appropriate governmental or regulatory approval; or
- reliable evidence (defined below) shows that it is not generally recognized as standard medical treatment; or
- experts agree that it should be the subject of further study or ongoing clinical trials.

Reliable evidence is: the opinions and practices of medical groups throughout the country, or published reports and articles in authoritative medical journals, or written procedures used by medical providers.

---

## **Section 4. What to do if we deny your claim or request for service**

---

If we deny services or won't pay your claim, you may ask us to reconsider our decision. Your request must:

1. Be in writing;
2. Refer to specific brochure wording explaining why you believe our decision is wrong; and
3. Be made within six months from the date of our initial denial or refusal. We may extend this time limit if you show that you were unable to make a timely request due to reasons beyond your control.

We have 30 days from the date we receive your reconsideration request to:

1. Maintain our denial in writing;
2. Pay the claim;
3. Arrange for a health care provider to give you the service; or
4. Ask for more information.

If we ask your medical provider for more information, we will send you a copy of our request. We must make a decision within 30 days after we receive the additional information. If we do not receive the requested information within 60 days, we will make our decision based on the information we already have.

**When may I ask OPM to review a denial?**

You may ask OPM to review the denial after you ask us to reconsider our initial denial or refusal. OPM will determine if we correctly applied the terms of our contract when we denied your claim or request for service.

**What if I have a serious or life threatening condition and you haven't responded to my request for service?**

Call us at (315) 448-6820 or 1-800-447-6269 and we will expedite our review.

**What if you have denied my request for care and my condition is serious or life threatening?**

If we expedite your review due to a serious medical condition and deny your claim, we will inform OPM so that they can give your claim expedited treatment too. Alternatively, you can call OPM's health benefits Contracts Division 3 at (202) 606-0755 between 8 a.m. and 5 p.m. Eastern Time. Serious or life-threatening conditions are ones that may cause permanent loss of bodily functions or death if they are not treated as soon as possible.

**Are there other time limits?**

You must write to OPM and ask them to review our decision within 90 days after we uphold our initial denial or refusal of service. You may also ask OPM to review your claim if:

1. We do not answer your request within 30 days. In this case, OPM must receive your request within 120 days of the date you asked us to reconsider your claim.
2. You provided us with additional information we asked for, and we did not answer within 30 days. In this case, OPM must receive your request within 120 days of the date we asked you for additional information.

**What do I send to OPM?**

Your request must be complete, or OPM will return it to you. You must send the following information:

1. A statement about why you believe our decision is wrong, based on specific benefit provisions in this brochure;
2. Copies of documents that support your claim, such as physicians' letters, operative reports, bills, medical records, and explanation of benefits (EOB) forms;
3. Copies of all letters you sent us about the claim;
4. Copies of all letters we sent you about the claim; and
5. Your daytime phone number and the best time to call.

If you want OPM to review different claims, you must clearly identify which documents apply to which claim.

**Who can make the request?**

Those who have a legal right to file a disputed claim with OPM are:

1. Anyone enrolled in the Plan;
2. The estate of a person once enrolled in the Plan; and
3. Medical providers, legal counsel, and other interested parties who are acting as the enrolled person's representative. They must send a copy of the person's specific written consent with the review request.



<b>Where should I mail by disputed claim to OPM?</b>	Send your request for review to: U.S. Office of Personnel Management, Office of Insurance Programs, Contract Division III, P.O. Box 436, Washington, DC 20044.
<b>What if OPM upholds the Plan's denial?</b>	<p>OPM's decision is final. There are no other administrative appeals. If OPM agrees with our decision, your only recourse is to sue.</p> <p>If you decide to sue, you must file the suit against OPM in Federal court by December 31 of the third year after the year in which you received the disputed services or supplies.</p>
<b>What laws apply if I file a lawsuit?</b>	<p>Federal law governs your lawsuit, benefits, and payment of benefits. The Federal court will base its review on the record that was before OPM when OPM made its decision on your claim. You may recover only the amount of benefits in dispute.</p> <p>You (or a person acting on your behalf) may not sue to recover benefits on a claim for treatment, services, supplies, or drugs covered by us until you have completed the OPM review procedure described above.</p>
<b>Your records and the Privacy Act</b>	Chapter 89 of title 5, United States Code allows OPM to use the information it collects from you and us to determine if our denial of your claim is correct. The information OPM collects during the review process becomes a permanent part of your disputed claims file, and is subject to the provisions of the Freedom of Information Act and the Privacy Act. OPM may disclose this information to support the disputed claim decision. If you file a lawsuit, this information will become part of the court record.

## Section 5. Benefits

### Medical and Surgical Benefits

<b>What is covered</b>	<p>A comprehensive range of preventive, diagnostic and treatment services is provided by Plan doctors and other Plan providers. This includes all necessary office visits; <b>you pay</b> a \$10 copay per office visit, but no additional copay for laboratory tests, X-rays, and normal follow-up care resulting from a surgical procedure. Within the service area, house calls will be provided if in the judgment of the Plan doctor such care is necessary and appropriate; you pay nothing for a doctor's house call or for home visits by nurses and health aides.</p> <p>The following services are included and are subject to the office visit copay unless stated otherwise:</p> <ul style="list-style-type: none"> <li>• Preventive care, including well-baby care and periodic check-ups. <b>You pay</b> nothing through age 18.</li> <li>• Mammograms are covered in full as follows: for women age 35 through age 39, one mammogram during these five years; for women age 40 through 49, one mammogram every one or two years; for women age 50 and over, one mammogram every year. In addition to routine screening, mammograms are covered when prescribed by the doctor as medically necessary to diagnose or treat your illness.</li> <li>• Routine immunizations and boosters. <b>You pay</b> nothing.</li> <li>• Consultations by specialists</li> <li>• Diagnostic procedures, such as laboratory tests and X-rays. <b>You pay</b> nothing.</li> <li>• Complete obstetrical (maternity) care for all covered females, including prenatal, delivery and post-natal care by a Plan doctor. Copays are waived for maternity care. The mother, at her option, may remain in the hospital up to 48 hours after a regular delivery and 96 hours after a caesarian delivery. Inpatient stays will be extended if medically necessary. If enrollment in the Plan is terminated during pregnancy, benefits will not be provided after coverage under the Plan has ended. Ordinary nursery care of the newborn child during the covered portion of the mother's hospital confinement for maternity will be covered under either a Self Only or Self and Family enrollment; other care of an infant who requires definitive treatment will be covered only if the infant is covered under a Self and Family enrollment.</li> </ul>
------------------------	---

- Voluntary sterilization and family planning services; contraceptive surgical procedures, (e.g., Norplant)
- Diagnosis and treatment of diseases of the eye
- Hearing examinations for children through the age of 18. **You pay** nothing.
- Allergy testing and treatment, including treatment materials (such as allergy serum). **You pay** the office visit copayment for allergy testing and materials but nothing for allergy treatment.
- The insertion of internal prosthetic devices, such as pacemakers and artificial joints; breast prosthesis and surgical bras, as well as their replacement.
- Non-experimental transplants, including cornea, heart, heart/lung, lung (single and double), kidney, pancreas, kidney/pancreas and liver transplants; allogeneic (donor) bone marrow transplants; autologous bone marrow transplants (autologous stem cell and peripheral stem cell support) for the following conditions: acute lymphocytic or non-lymphocytic leukemia, advanced Hodgkin's lymphoma, advanced non-Hodgkin's lymphoma, advanced neuroblastoma, breast cancer; multiple myeloma; epithelial ovarian cancer; and testicular, mediastinal, retroperitoneal and ovarian germ cell tumors. Transplants are covered when approved by the Plan Medical Director. Related medical and hospital expenses of the donor are covered when the recipient is covered by this Plan.
- Women who undergo mastectomies may, at their option, have this procedure performed on an inpatient basis and remain in the hospital up to 48 hours after the procedure.
- Dialysis
- Chemotherapy, radiation therapy, and inhalation therapy. **You pay** nothing.
- Surgical treatment of morbid obesity
- Prosthetic devices, such as artificial limbs and lenses following cataract removal. **You pay** nothing.
- Standard durable medical equipment, such as wheelchairs and hospital beds, and orthopedic devices, such as braces. **You pay** 20% of covered charges.
- Home health services of nurses and health aides services, including intravenous fluids and medication, when prescribed by your Plan doctor who will periodically review the program for continuing appropriateness and need.
- All necessary medical or surgical care in a hospital or extended care facility from Plan doctors and other Plan providers, at no additional cost to you.
- Insulin, diabetic supplies, disposable needles and syringes. **You pay** a \$10 copay per item.
- Chiropractic services, limited to spinal manipulation.

### Limited benefits

**Oral and maxillofacial surgery** is provided for non-dental surgical and hospitalization procedures for congenital defects, such as cleft lip and cleft palate, and for medical or surgical procedures occurring within or adjacent to the oral cavity or sinuses including, but not limited to, treatment of fractures and excision of tumors and cysts. All other procedures involving the teeth or areas surrounding the teeth are not covered, including shortening of the mandible or maxillae for cosmetic purposes, correction of malocclusion, and any dental care involved in treatment of temporomandibular joint (TMJ) pain dysfunction syndrome.

**Reconstructive surgery** will be provided to correct a condition resulting from a functional defect or from an injury or surgery that has produced a major effect on the member's appearance and if the condition can reasonably be expected to be corrected by such surgery.

A patient and her attending physician may decide whether to have breast reconstruction surgery following a mastectomy and whether surgery on the other breast is needed to produce a symmetrical appearance. Your provider will obtain the authorization for these services.

**Short-term rehabilitative therapy** (physical, speech and occupational) is provided on an inpatient basis for up to 60 days or outpatient basis for up to six months per condition if significant improvement can be expected within this period; **you pay** a \$10 copay per session for outpatient therapy and no copay for inpatient care. Speech therapy is limited to treatment of certain speech impairments of organic origin. Occupational therapy is limited to services that assist the member to achieve and maintain self-care.

**Diagnosis and treatment of infertility** is covered; **you pay** a \$10 copay per office visit for the initial diagnosis and 50% of the maximum amount payable per treatment. The following types of artificial insemination are covered if medically necessary: Intravaginal Insemination (IVI); Intracervical Insemination (ICI); and intrauterine insemination (IUI); **you pay** 50% of the maximum amount payable per treatment. The cost of donor sperm is not covered. Fertility drugs are not covered. Diagnostics or services to monitor the effectiveness of fertility drugs are not covered. Other assisted reproductive technology (ART) procedures, such as in-vitro fertilization and embryo transfer, are not covered.

**Cardiac rehabilitation** following a heart transplant, bypass surgery or a myocardial infarction, is provided when approved by the Plan in advance of service; **you pay** a \$10 copay per visit.

### What is not covered

- Physical examinations that are not necessary for medical reasons, such as those required for obtaining or continuing employment or insurance, attending school or camp, or travel
- Reversal of voluntary, surgically-induced sterility
- Surgery primarily for cosmetic purposes
- Blood and blood derivatives (no charge if replacement is arranged by the member)
- Hearing aids
- Homemaker services
- Foot Orthotics
- Travel costs related to health services

## Hospital/Extended Care Benefits

### What is covered

The Plan provides a comprehensive range of benefits with no dollar or day limit when you are hospitalized under the care of a Plan doctor. **You pay** nothing. All necessary services are covered, including:

#### Hospital Care

- Semiprivate room accommodations; when a Plan doctor determines it is medically necessary, your doctor may prescribe private accommodations or private duty nursing care
- Specialized care units, such as intensive care or cardiac care units

#### Extended care

The Plan provides a comprehensive range of benefits for up to 240 days per admission when full-time skilled nursing care is necessary and confinement in a skilled nursing facility is medically appropriate as determined by a Plan doctor and approved by the Plan. This benefit renews after 90 days only if the member has received no hospital care, home health care, or skilled nursing care within that time. **You pay** nothing. All necessary services are covered, including:

- Bed, board and general nursing care
- Drugs, biologicals, supplies, and equipment ordinarily provided or arranged by the skilled nursing facility when prescribed by a Plan doctor.

#### Hospice care

Supportive and palliative care for a terminally ill member is covered in the home or hospice facility. Services include inpatient and outpatient care, and family counseling. These services are provided under the direction of a Plan doctor who certifies that the patient is in the terminal stages of illness, with a life expectancy of approximately six months or less. A maximum of 210 hospice days is covered.

#### Ambulance service

Benefits are provided for ambulance transportation ordered or authorized by a Plan doctor.

### Limited benefits Inpatient dental procedures

Hospitalization for certain dental procedures is covered when a Plan doctor determines there is a need for hospitalization for reasons totally unrelated to the dental procedure; the Plan will cover the hospitalization, but not the cost of the professional dental services. Conditions for which hospitalization would be covered include hemophilia and heart disease; the need for anesthesia, by itself, is not such a condition.

**Acute inpatient  
detoxification**

Hospitalization for medical treatment of substance abuse is limited to emergency care, diagnosis, treatment of medical conditions, and medical management of withdrawal symptoms (acute detoxification) if the Plan doctor determines that outpatient management is not medically appropriate. See page 14 for non-medical substance abuse benefits.

**What is not covered**

- Personal comfort items, such as telephone and television
- Blood and blood derivatives not replaced by the member
- Custodial care, rest cures, domiciliary or convalescent care

**Emergency Benefits**

**What is a medical  
emergency?**

A medical emergency is the sudden and unexpected onset of a condition or an injury that you believe endangers your life or could result in serious injury or disability, and requires immediate medical or surgical care. Some problems are emergencies because, if not treated promptly, they might become more serious; examples include deep cuts and broken bones. Others are emergencies because they are potentially life threatening, such as heart attacks, strokes, poisoning, gunshot wounds, or sudden inability to breathe. There are many other acute conditions that the Plan may determine are medical emergencies - what they all have in common is the need for quick action.

**Emergencies within  
the service area**

If you are in an emergency situation, please call your primary care doctor. In extreme emergencies, if you are unable to contact your doctor, contact the local emergency system (e.g., the 911-telephone system) or go to the nearest hospital emergency room or medical facility. Be sure to tell the emergency room personnel that you are a Plan member. You or someone on your behalf must notify your primary care physician within 2 business days of the emergency, or as soon as is reasonably possible. It is your responsibility to ensure that the Plan has been timely notified.

If your emergency situation is not urgent, please call your primary care doctor before obtaining care. Your primary care doctor will advise you of the most appropriate action.

If you need to be hospitalized in a non- Plan facility, your primary care doctor must be notified within two business days or on the first working day following your admission. If you are hospitalized in non-Plan facilities and Plan doctors believe care can be better provided in a Plan hospital, you will be transferred when medically feasible with any ambulance charges covered in full.

Benefits are available for care from non-Plan providers in a medical emergency only if delay in reaching a Plan provider would result in death, disability or significant jeopardy to your condition.

To be covered by this Plan, any follow-up care must be approved by the Plan. Contact your primary care physician if the emergency room or medical facility recommends additional care outside of the visit.

**Plan pays...**

Reasonable charges for emergency services to the extent the services would have been covered if received from Plan providers.

**You pay...**

\$50 per hospital emergency room visit or urgent care center visit for emergency care services that are covered benefits of this Plan. If the emergency results in admission to a hospital, the emergency care copay is waived.

**Emergencies outside  
the service area**

Benefits are available for any medically necessary health service that is immediately required because of injury or unforeseen illness. If an emergency situation occurs, call the local emergency system (e.g., the 911-telephone system) or go immediately to the nearest hospital emergency room or medical facility. You or someone on your behalf must notify your primary care physician within 2 business days of

the emergency, or as soon as is reasonably possible. It is your responsibility to ensure that the Plan has been timely notified. Claims for care in non-life threatening emergency medical situations which are not authorized by your primary care physician will be denied.

If you need to be hospitalized, the Plan must be notified within 48 hours. Your primary care doctor must be notified within two business days or on the first working day following your admission, unless it was not reasonably possible to notify the Plan within that time. If a Plan doctor believes care can be better provided in a Plan hospital, you will be transferred when medically feasible with any ambulance charges covered in full.

If you require emergency treatment when traveling overseas, you must contact your primary care physician within two business days of your return to obtain authorization of the overseas services and to arrange any follow-up care. All services for unauthorized, non-life threatening emergency medical treatment will be your financial responsibility. For reimbursement, send a receipt, with English translation, that includes the U.S. dollar amount, services rendered, date of service and diagnosis plus proof of payment to our Member Services Department upon your return.

To be covered by this Plan, any follow-up care must be approved by the Plan. Contact your primary care physician if the emergency room or medical facility recommends additional care outside of the visit.

**Plan pays...**

Reasonable charges for emergency care services to the extent the services would have been covered if received from Plan providers.

**You pay...**

\$50 per hospital emergency room visit for emergency care services that are covered benefits of this Plan. If the emergency results in admission to a hospital, the emergency copay is waived.

**What is covered**

- Emergency care at a doctor's office or an urgent care center
- Emergency care as an outpatient or inpatient at a hospital, including doctors' services
- Ambulance service approved by the Plan

**What is not covered**

- Elective care or non-emergency care
- Emergency care provided outside the service area if the need for care could have been foreseen before leaving the service area
- Medical and hospital costs resulting from a normal, full-term delivery of a baby outside the service area

**Filing claims for non-Plan providers**

With your authorization, the Plan will pay benefits directly to the providers of your emergency care upon receipt of their claims. Physician claims should be submitted on the HCFA 1500 claim form. If you are required to pay for the services, submit itemized bills and your receipts to the Plan along with an explanation of the services and the identification information from your ID card. Payment will be sent to you (or the provider if you did not pay the bill), unless the claim is denied. If it is denied, you will receive notice of the decision, including the reasons for the denial and the provisions of the contract on which denial was based. If you disagree with the Plan's decision, you may request reconsideration in accordance with the disputed claims procedure described on page 8.

## Mental Conditions/Substance Abuse Benefits

<b>Mental conditions</b>	To the extent shown below, the Plan provides the following services necessary for the diagnosis and treatment of acute psychiatric conditions, including the treatment of mental illness or disorders:
<b>What is covered</b>	<ul style="list-style-type: none"> <li>• Diagnostic evaluation</li> <li>• Psychological testing</li> <li>• Psychiatric treatment (including individual and group therapy)</li> <li>• Hospitalization (including inpatient professional services)</li> </ul>
<b>Outpatient care</b>	Up to 20 outpatient visits to Plan doctors, consultants, or other psychiatric personnel each calendar year; <b>you pay</b> a \$15 copay per visit for all covered visits-all charges thereafter.
<b>Inpatient care</b>	The combined benefit for the treatment of an acute mental health condition, or the treatment or rehabilitation of acute alcoholism or substance abuse is limited to 60 days per contract year. <b>You pay</b> nothing during the benefit period - all charges thereafter.
<b>Outpatient psychiatric facility</b>	A member may use up to 60 inpatient days, or up to 180 day or night visits, or a combination inpatient days and day or night visits at an inpatient psychiatric facility. The Plan will only pay for day/night care if a member remains in the center for at least 3 hours. <b>You pay</b> nothing for up to 180 days, all charges thereafter.
<b>What is not covered</b>	<ul style="list-style-type: none"> <li>• Care for psychiatric conditions that in the professional judgment of Plan doctors are not subject to significant improvement through relatively short-term treatment</li> <li>• Psychiatric evaluation or therapy on court order or as a condition of parole or probation, unless determined by a Plan doctor to be necessary and appropriate</li> <li>• Psychological testing when not medically necessary to determine the appropriate treatment of a short-term psychiatric condition</li> </ul>
<b>Substance abuse</b>	This Plan provides medical and hospital services such as acute detoxification services for the medical, non-psychiatric aspects of substance abuse, including alcoholism and drug addiction, the same as for any other illness for the diagnosis and treatment.
<b>What is covered</b>	
<b>Outpatient care</b>	Outpatient visits for the diagnosis, treatment, referral, and medical care of substance abuse, including alcoholism and drug abuse are provided in full for up to 60 visits per calendar year. <b>You pay</b> a \$5 copay for each covered visit and all charges thereafter.
<b>Inpatient care</b>	The combined benefit for the treatment or rehabilitation of acute alcoholism or substance abuse, or the treatment of an acute mental health condition, is limited to 60 days per contract year. <b>You pay</b> nothing during the benefit period - all charges thereafter.
<b>What is not covered</b>	<ul style="list-style-type: none"> <li>• Treatment that is not authorized by a Plan doctor</li> <li>• Methadone maintenance services or programs</li> </ul>

## Prescription Drug Benefits

<b>What is covered</b>	Prescription drugs prescribed by a Plan or referral doctor and obtained at a Plan pharmacy will be dispensed for up to a 30-day supply. <b>You pay</b> a \$5 copay per prescription unit or refill for generic drugs; a \$20 copay per prescription unit or refill for brand name drugs on our preferred drug list; or a \$35 copay per prescription unit or refill for brand name drugs not on our preferred drug list.
------------------------	--

**MAIL ORDER:** Prescription drugs prescribed by a Plan or referral doctor and obtained via mail order will be dispensed for up to a 90-day supply. **You pay** a \$5 copay per prescription unit or refill for generic drugs per each 30-day supply; a \$20 copay per prescription unit or refill for brand name drugs on our preferred drug list per each 30-day supply; or a \$35 copay per prescription unit or refill for brand name drugs not on our preferred list per each 30-day supply.

**NON-PLAN PHARMACIES:** Drugs purchased at a non-Plan pharmacy will be reimbursed at the same rate as a Plan pharmacy. You must first pay for the entire prescription and then file a claim with us for reimbursement. You pay the applicable copay plus any amount in excess of our usual allowance for each drug. Call us for instructions on reimbursement.

Covered medications and accessories include:

- Drugs for which a prescription is required by law
- Oral and injectable drugs, including contraceptive devices
- Implanted, time release contraceptive medications, such as Norplant
- Smoking cessation drugs and medication including nicotine patches
- Enteral formulas for home use when prescribed in writing by a Plan doctor for malnourishment or a disorder which would cause chronic physical disability, mental retardation, or death
- Medically necessary modified solid food products with low or modified protein for treatment of inherited diseases of amino acids and organic acid metabolism

Insulin, diabetic supplies and disposable needles and syringes needed to inject covered prescribed medication are available through the Plan's medical and surgical benefits and are subject to the doctor's office visit copayment; see page 10.

Intravenous fluids and medication for home use, implantable drugs, and some injectable drugs are covered under Medical and Surgical Benefits.

#### **What is not covered**

- Drugs available without a prescription or for which there is a nonprescription equivalent available
- Vitamins and nutritional substances that can be purchased without a prescription except as stated above
- Medical supplies such as dressings and antiseptics
- Drugs for cosmetic purposes
- Drugs to enhance athletic performance
- Fertility drugs

#### **Other Benefits**

##### **Dental Care Accidental injury benefit**

Restorative services and supplies necessary to promptly repair (but not replace) sound natural teeth are covered within one year of the accident, unless medical necessity dictates otherwise. The need for these services must result from an accidental injury. **You pay** a \$10 copay per visit.

#### **What is not covered**

- Other dental services not shown as covered

##### **Vision Care What is covered**

In addition to the medical and surgical benefits provided for diagnosis and treatment of diseases of the eye, annual eye refractions (which include the written lens prescription for eyeglasses) for children through age 18 and once every 2 years for members over age 18 may be obtained from Plan providers. **You pay** nothing.

#### **What is not covered**

- Corrective lenses or frames (including the fitting of the lenses)
- Vision therapy and eye exercises

## ***Non-FEHB Benefits Available to Plan Members***

The benefits described on this page are neither offered nor guaranteed under the contract with the FEHB Program but are made available to all enrollees and family members who are members of this Plan. These benefits are not subject to the FEHB disputed claims procedures.

<b>Health Education Classes</b>	As prescribed by your primary care physician. Charges may apply to classroom materials. Topics include weight control, childbirth education, and smoking cessation. Services must be provided by a participating provider. Call our customer service department for a list of participating providers in your area.
<b>Childbirth Classes</b>	Charges may apply to classroom materials.



## Section 6. General exclusions — Things we don't cover

The exclusions in this section apply to all benefits. Although we may list a specific service as a benefit, we will not cover it unless your Plan doctor determines it is medically necessary to prevent, diagnose, or treat your illness or condition.

We do not cover the following:

- Services, drugs or supplies that are not medically necessary;
- Services not required according to accepted standards of medical, dental, or psychiatric practice;
- Care by non-Plan providers except for authorized referrals or emergencies (see Emergency Benefits);
- Experimental or investigational procedures, treatments, drugs or devices;
- Procedures, services, drugs and supplies related to abortions except when the life of the mother would be endangered if the fetus were carried to term or when the pregnancy is the result of an act of rape or incest;
- Procedures, services, drugs and supplies related to sex transformations;
- Services or supplies you receive from a provider or facility barred from the FEHB Program; and
- Expenses you incurred while you were not enrolled in this Plan.

## Section 7. Limitations - Rules that affect your benefits

### Medicare

Tell us if you or a family member is enrolled in Medicare Part A or B. Medicare will determine who is responsible for paying for medical services and we will coordinate the payments. On occasion, you may need to file a Medicare claim form.

If you are eligible for Medicare, you may enroll in a Medicare+Choice plan and also remain enrolled with us.

If you are an annuitant or former spouse, you can suspend your FEHB coverage and enroll in a Medicare+Choice plan when one is available in your area. For information on suspending your FEHB enrollment and changing to a Medicare+Choice plan, contact your retirement office. If you later want to re-enroll in the FEHB Program, generally you may do so only at the next Open Season.

If you involuntarily lose coverage, or move out of the Medicare+Choice service area, you may re-enroll in the FEHB Program at any time.

If you do not have Medicare Part A or B, you can still be covered under the FEHB Program and your benefits will not be reduced. We cannot require you to enroll in Medicare.

HMO-CNY does not offer a Medicare+Choice option. For information on Medicare+Choice plans, contact your local Social Security Administration (SSA) office or request it from SSA at 1-800/638-6833.

### Other group insurance coverage

When anyone has coverage with us and with another group health plan, it is called double coverage. You must tell us if you or a family member has double coverage. You must also send us documents about other insurance if we ask for them.

When you have double coverage, one plan is the primary payer; it pays benefits first. The other plan is secondary; it pays benefits next. We decide which insurance is primary according to the National Association of Insurance Commissioners' Guidelines.

If we pay second, we will determine what the reasonable charge for the benefit should be. After the first plan pays, we will pay either what is left of the reasonable charge or our regular benefit, whichever is less. We will not pay more than the reasonable charge. If we are the secondary payer, we may be entitled to receive payment from your primary plan.

We will always provide you with the benefits described in this brochure. Remember: even if you do not file a claim with your other plan, you must still tell us that you have double coverage.

**Circumstances  
beyond our control**

Under certain extraordinary circumstances, we may have to delay your services or be unable to provide them. In that case, we will make all reasonable efforts to provide you with necessary care.

**When others are  
responsible for  
injuries**

When you receive money to compensate you for medical or hospital care for injuries or illness that another person caused, you must reimburse us for whatever services we paid for. We will cover the cost of treatment that exceeds the amount you received in the settlement. If you do not seek damages, you must agree to let us try. This is called subrogation. If you need more information, contact us for our subrogation procedures.

**TRICARE**

TRICARE is the health care program for members, eligible dependents, and retirees of the military. TRICARE includes the CHAMPUS program. If both TRICARE and this Plan cover you, we are the primary payer. See your TRICARE Health Benefits Advisor if you have questions about TRICARE coverage.

**Workers'  
compensation**

We do not cover services that:

- You need because of a workplace-related disease or injury that the Office of Workers' Compensation Programs (OWCP) or a similar Federal or State agency determine they must provide;
- OWCP or a similar agency pays for through a third party injury settlement or other similar proceeding that is based on a claim you filed under OWCP or similar laws.

Once the OWCP or similar agency has paid its maximum benefits for your treatment, we will provide your benefits.

**Medicaid**

We pay first if both Medicaid and this Plan cover you.

**Other Government  
Agencies**

We do not cover services and supplies that a local, State, or Federal Government agency directly or indirectly pays for.

---

## **Section 8. FEHB FACTS**

---

**You have a right to  
information about  
your HMO.**

OPM requires that all FEHB plans comply with the Patients' Bill of Rights, which gives you the right to information about your health plan, its networks, providers and facilities. You can also find out about care management, which includes medical practice guidelines, disease management programs and how we determine if procedures are experimental or investigational. OPM's website ([www.opm.gov](http://www.opm.gov)) lists the specific types of information that we must make available to you.

If you want specific information about us, call (315) 448-6820 or 800/447-6269, or write to HMO-CNY, Inc. P.O. Box 4712, 344 South Warren St., Syracuse, N.Y. 13221-4712. You may also contact us by fax at 315/448-4922, or visit our website at [www.bcbscnny.org](http://www.bcbscnny.org).

HMO-CNY, Inc. is an independent corporation organized under the Public Health Law and Insurance Law of New York State. HMO-CNY operates under licenses with the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans which permits HMO-CNY to use the Blue Cross and Blue Shield service marks in a portion of New York State. HMO-CNY does not act as an agent of the Blue Cross and Blue Shield Association. HMO-CNY is solely responsible for honoring its agreements to provide or administer benefits for health care. HMO-CNY is an independent practice association health plan founded in 1984.

**Where do I get  
information about  
enrolling in the  
FEHB Program?**

Your employing or retirement office can answer your questions, and give you a *Guide to Federal Employees Health Benefits Plans*, brochures for other plans and other materials you need to make an informed decision about:

- When you may change your enrollment;
- How you can cover your family members;
- What happens when you transfer to another Federal agency, go on leave without pay, enter military service, or retire;
- When your enrollment ends; and
- The next Open Season for enrollment.

We don't determine who is eligible for coverage and, in most cases, cannot change your enrollment status without information from your employing or retirement office.

**When are my benefits and premiums effective?**

The benefits in this brochure are effective on January 1. If you are new to this plan, your coverage and premiums begin on the first day of your first pay period that starts on or after January 1. Annuitants' premiums begin January 1.

**What happens when I retire?**

When you retire, you can usually stay in the FEHB Program. Generally, you must have been enrolled in the FEHB Program for the last five years of your Federal service. If you do not meet this requirement, you may be eligible for other forms of coverage, such as Temporary Continuation of Coverage, which is described later in this section.

**What types of coverage are available for my family and me?**

*Self-Only* coverage is for you alone. *Self and Family* coverage is for you, your spouse, and your unmarried dependent children under age 22, including any foster or step children your employing or retirement office authorizes coverage for. Under certain circumstances, you may also get coverage for a disabled child 22 years of age or older who is incapable of self-support, which is also authorized by your employing or retirement office.

If you have a Self Only enrollment, you may change to a Self and Family enrollment if you marry, give birth or add a child to your family. You may change your enrollment 31 days before to 60 days after you give birth or add the child to your family. The benefits and premiums for your Self and Family enrollment begin on the first day of the pay period in which the child is born or becomes an eligible family member.

Your employing or retirement office will not notify you when a family member is no longer eligible to receive health benefits, nor will we. Please tell us immediately when you add or remove family members from your coverage for any reason, including divorce. No new enrollment form is required.

If you or one of your family members is enrolled in one FEHB plan, that person may not be enrolled in another FEHB plan.

**Are my medical and claims records confidential?**

We will keep your medical and claims information confidential. Only the following will have access to it:

- OPM, this Plan, and subcontractors when they administer this contract,
- This plan, and appropriate third parties, such as other insurance plans and the Office of Workers' Compensation Programs (OWCP), when coordinating benefit payments and subrogating claims,
- Law enforcement officials when investigating and/or prosecuting alleged civil or criminal actions,
- OPM and the General Accounting Office when conducting audits,
- Individuals involved in bona fide medical research or education that does not disclose your identity, or
- OPM, when reviewing a disputed claim or defending litigation about a claim.

## Information for new members

<b>Identification cards</b>	We will send you an Identification (ID) card. Use your copy of the Health Benefits Election Form, SF-2809, or the OPM annuitant confirmation letter until you receive your ID card. You can also use an Employee Express confirmation letter.
<b>What if I paid a deductible under my old plan?</b>	Your old plan's deductible continues until our coverage begins.
<b>Pre-existing conditions</b>	We will not refuse to cover the treatment of a condition that you or a family member had before you enrolled in this Plan solely because you had the condition before you enrolled.
<b>When you lose benefits</b>	You will receive an additional 31 days of coverage, for no additional premium, when:
<b>What happens if my enrollment in this Plan ends?</b>	<ul style="list-style-type: none"><li>• Your enrollment ends, unless you cancel your enrollment, or</li><li>• You are a family member no longer eligible for coverage.</li></ul> <p>You may be eligible for former spouse coverage or Temporary Continuation of Coverage.</p>
<b>What is former spouse coverage?</b>	If you are divorced from a Federal employee or annuitant, you may not continue to get benefits under your former spouse's enrollment. But, you may be eligible for your own FEHB coverage under the spouse equity law. If you are recently divorced or are anticipating a divorce, contact your ex-spouse's employing or retirement office to get more information about your coverage choices.
<b>What is TCC?</b>	<p>Temporary Continuation of Coverage (TCC). If you leave Federal service or if you lose coverage because you no longer qualify as a family member, you may be eligible for TCC. For example, you can receive TCC if you are not able to continue your FEHB enrollment after you retire. You may not elect TCC if you are fired from your Federal job due to gross misconduct.</p> <p>Get the RI 79-27, which describes TCC, and the RI 70-5, the <i>Guide to Federal Employees Health Benefits Plans for Temporary Continuation of Coverage and Former Spouse Enrollees</i> from your employing or retirement office.</p> <p>Key points about TCC:</p> <ul style="list-style-type: none"><li>• You can pick a new plan;</li><li>• If you leave Federal service, you can receive TCC for up to 18 months after you separate;</li><li>• If you no longer qualify as a family member, you can receive TCC for up to 36 months;</li><li>• Your TCC enrollment starts after regular coverage ends;</li><li>• If you or your employing office delay processing your request, you still have to pay premiums from the 32nd day after your regular coverage ends, even if several months have passed;</li><li>• You pay the total premium, and generally a 2-percent administrative charge. The government does not share your costs.</li><li>• You receive another 31-day extension of coverage when your TCC enrollment ends, unless you cancel your TCC or stop paying the premium;</li><li>• You are not eligible for TCC if you can receive regular FEHB Program benefits.</li></ul>
<b>How do I enroll in TCC?</b>	<p>If you leave Federal service your employing office will notify you of your right to enroll under TCC. You must enroll within 60 days of leaving, or receiving this notice, whichever is later.</p> <p><b>Children:</b> You must notify your employing or retirement office within 60 days after your child is no longer an eligible family member. That office will send you information about enrolling in TCC. You must enroll your child within 60 days after they become eligible for TCC, or receive this notice, whichever is later.</p>

**Former spouses:** You or your former spouse must notify your employing or retirement office within 60 days of one of these qualifying events:

- Divorce
- Loss of spouse equity coverage within 36 months after the divorce.

### **How can I convert to individual coverage?**

Your employing or retirement office will then send your former spouse information about enrolling in TCC. Your former spouse must enroll within 60 days after the event, which qualifies them for coverage, or receiving the information, whichever is later.

Note: Your child or former spouse loses TCC eligibility unless you or your former spouse notify your employing or retirement office within the 60-day deadline.

You may convert to an individual policy if:

- Your coverage under TCC or the spouse equity law ends. If you canceled your coverage or did not pay your premium, you cannot convert.
- You decided not to receive coverage under TCC or the spouse equity law; or
- You are not eligible for coverage under TCC or the spouse equity law.

If you leave Federal service, your employing office will notify you if individual coverage is available. You must apply in writing to us within 31 days after you receive this notice. However, if you are a family member who is losing coverage, the employing or retirement office will not notify you. You must apply in writing to us within 31 days after you are no longer eligible for coverage.

Your benefits and rates will differ from those under the FEHB Program; however, you will not have to answer questions about your health, and we will not impose a waiting period or limit your coverage due to pre-existing conditions.

### **How can I get a Certificate of Group Health Plan Coverage?**

If you leave the FEHB Program, we will give you a Certificate of Group Health Plan Coverage that indicates how long you have been enrolled with us. You can use this certificate when getting health insurance or other health care coverage. You must arrange for the other coverage within 63 days of leaving this Plan. Your new plan must reduce or eliminate waiting periods, limitations or exclusions for health related conditions based on the information in the certificate.

If you have been enrolled with us for less than 12 months, but were previously enrolled in other FEHB plans, you may request a certificate from them, as well.  
Department of Defense/FEHB Demonstration Project

---

## **Inspector General Advisory: Stop Health Care Fraud!**

---

Fraud increases the cost of health care for everyone. If you suspect that a physician, pharmacy, or hospital has charged you for services you did not receive, billed you twice for the same service, or misrepresented any information, do the following:

- Call the provider and ask for an explanation. There may be an error.
- If the provider does not resolve the matter, call us at (315) 448-6820 or 1/800 447-6269 and explain the situation.
- If we do not resolve the issue, call or write:

**THE HEALTH CARE FRAUD HOTLINE  
202/418-3300**

U.S. Office of Personnel Management  
Office of the Inspector General Fraud Hotline  
1900 E Street, NW, Room 6400  
Washington, D.C. 20415

### **Penalties for Fraud**

Anyone who falsifies a claim to obtain FEHB Program benefits can be prosecuted for fraud. Also, the Inspector General may investigate anyone who uses an ID card if they:

- Try to obtain services for a person who is not an eligible family member; or
- Are no longer enrolled in the Plan and try to obtain benefits.

Your agency may also take administrative action against you.

## Summary of Benefits for HMO-CNY - 2000

Do not rely on this chart alone. All benefits are provided in full unless otherwise indicated subject to the limitations and exclusions set forth in the brochure. This chart merely summarizes certain important expenses covered by the Plan. If you wish to enroll or change your enrollment in this Plan, be sure to indicate the correct enrollment code on your enrollment form (codes appear on the cover of this brochure). **ALL SERVICES COVERED UNDER THIS PLAN, WITH THE EXCEPTION OF EMERGENCY CARE, ARE COVERED ONLY WHEN PROVIDED OR ARRANGED BY PLAN DOCTORS.**

	Benefits	Plan pays/provides	Page
<b>Inpatient Care</b>	<b>Hospital</b>	Comprehensive range of medical and surgical services without dollar or day limit. Includes in-hospital doctor care, room and board, general nursing care, private room and private nursing care if medically necessary, diagnostic tests, drugs and medical supplies, use of operating room, intensive care and complete maternity care. <b>You pay</b> nothing.....	11
	<b>Extended care</b>	All necessary services, up to 240 days per admission. <b>You pay</b> nothing.....	11
	<b>Mental conditions/ Substance Abuse</b>	Diagnosis and treatment of acute psychiatric conditions. The combined benefit for the treatment of an acute mental health condition, or the treatment or rehabilitation of acute alcoholism or substance abuse is limited to 60 days per calendar year. <b>You pay</b> nothing during the benefit period.....	14
<b>Outpatient Care</b>		Comprehensive range of services such as diagnosis and treatment of illness or injury, including specialist's care; preventive care, including well-baby care, periodic check-ups and routine immunizations; laboratory tests and X-rays, complete maternity care. <b>You pay</b> a \$10 copay per office visit; nothing per housecall by a doctor. For maternity care, <b>you pay</b> a \$10 copay for the initial office visit only. Well-baby care is included in well child services for children through age 19; <b>you pay</b> nothing.....	9-10
	<b>Home health care</b>	All necessary visits by nurses and skilled health aides. <b>You pay</b> nothing .....	10
	<b>Mental conditions</b>	Up to 20 outpatient visits per year. <b>You pay</b> a \$15 copay per visit for all covered visits.....	14
	<b>Substance abuse</b>	Up to 60 visits per calendar year. <b>You pay</b> \$5 per visit.....	14
<b>Emergency care</b>		Reasonable charges for services and supplies required because of a medical emergency. <b>You pay</b> a \$50 copay to the hospital for each emergency room visit and any charges for services that are not covered by this Plan.....	12-13
<b>Prescription drugs</b>		Prescription drugs prescribed by a Plan or referral doctor and obtained at a Plan pharmacy will be dispensed for up to a 30-day supply. <b>You pay</b> a \$5 copay per prescription unit or refill for generic drugs. Brand name drugs on our preferred drug list will require a \$20 copay per 30-day supply. Brand name drugs not on our preferred list will require a \$35 copayment per 30-day supply. This applies to both retail and mail order pharmacies.....	14-15
<b>Dental care</b>		Accidental injury benefit. <b>You pay</b> \$10 copay per visit.....	15
<b>Vision care</b>		Routine eye examinations, including refractions, for children through age 18 and one exam every two years for members over age 18. <b>You pay</b> nothing.....	15
<b>Out-of-pocket maximum</b>		Your out-of-pocket expenses for benefits covered under this Plan are limited to the stated copayments which are required for a few benefits.....	5



Authorized for Distribution by the:  
**United States Office of  
Personnel Management**



## 2000 Rate Information for HMO-CNY

**Non-Postal rates** apply to most non-postal enrollees. If you are in a special enrollment category, refer to the FEHB Guide for that category or contact the agency that maintains your health benefits enrollment.

**Postal rates** apply to most career U.S. Postal Service employees. In 2000, two categories of contribution rates, referred to as Category A rates and Category B rates, will apply for certain employees. If you are a career postal employee but not a member of a special postal employment class, refer to the category definition in "The Guide to Federal Employees Health Benefits Plans for United States Postal Service Employees", RI 70-2, to determine which rate applies to you.

Postal rates do not apply to non-career postal employees, postal retirees, certain special postal employment classes or associate members of any postal employee organization. Such persons not subject to postal rates must refer to the applicable "Guide to Federal Employees Health Benefits Plans."

Type of Enrollment	Code	<u>Non-Postal Premium</u>				<u>Postal Premium A</u>		<u>Postal Premium B</u>	
		<u>Biweekly</u>		<u>Monthly</u>		<u>Biweekly</u>		<u>Biweekly</u>	
		Gov't Share	Your Share	Gov't Share	Your Share	USPS Share	Your Share	USPS Share	Your Share

Self Only	EB1	\$67.88	\$22.62	\$147.06	\$49.02	\$80.32	\$10.18	\$80.32	\$10.18
Self and Family	EB2	\$175.97	\$64.03	\$381.27	\$138.73	\$207.74	\$32.26	\$201.02	\$38.98



---

---